

ATTACHMENT E
STATEMENT OF WORK
DELIVERY ORDER NUMBER _____
01-WKDC

ORGANIZATION: Defense Finance and Accounting Service
Infrastructure Services Organization (ISO)
Operations Management Division (OMD)
555 East 88th Street
Bratenahl, OH 44108

DELIVERY ORDER TITLE: Enterprise-LAN Technical Assistance

INTRODUCTION: The Defense Finance and Accounting Service (DFAS) requires on-site technical assistance and engineering support for their Enterprise-LAN as outlined below. The following describes the requirement and documents the services requested to meet this requirement.

1.0 BACKGROUND: DFAS is responsible for standardizing accounting and financial information in the interests of providing comprehensive, accurate, and timely data for the Department of Defense. DFAS directs the finance and accounting systems and functions for all appropriated, non-appropriated, working capital, revolving, and trust fund activities. The Enterprise-Lan facilitates the DFAS mission by providing the IT infrastructure to process data and office automation functionality.

2.0 OBJECTIVE: The objective of this task is to provide the Infrastructure Services Organization (ISO) with technical assistance in refining and enhancing the level of technical sophistication of the centralized management of the Enterprise-wide network in the following six key areas:

- (1) Network operating system management
- (2) Help desk and monitoring center
- (3) Network management
- (4) Global e-mail administration
- (5) Emergency support services
- (6) Maintenance and Inventory

3.0 OPERATIONAL ENVIRONMENT

3.1 Present Hardware/Communications Environment: The Defense Finance and Accounting Service operates the Enterprise Local Area Network (ELAN), which consists of separate Novell and Microsoft networks connected over the wide-area network via the Non-Secure Internet Protocol Router Network (NIPRNET). The NIPRNET also provides the access to the DISA MegaCenters.

3.2 Present Software Environment: The Novell operating system in use is NetWare 4.11. File servers utilizing NetWare 4.1 are still in use, but are scheduled to be converted to 4.11. The Microsoft network in use is Microsoft NT 4.0, which is used

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for collaborative processing, web-based report management, and web servers. There are also a growing number of Unix mid-tier platform systems on the DFAS network.

Network management is currently accomplished utilizing HP Open View operating on an HP9000 system. Optivity, Foreview, Spectrum, and CiscoWorks are used as “plug-in” modules to Open View. Novell ManageWise is also being utilized. Remedy is being used as the centralized ELAN trouble-ticketing system. The Tivoli Management Environment 10 product suite is being installed to manage the network systems and configuration of the elements of the enterprise LAN.

4.0 SCOPE: The Operations Management Division (OMD) must have end-to-end visibility of the DFAS networks and the technical data that measures their performance in order to proactively resolve bottlenecks, breaks, and data corruption, and to enhance the functionality of this global resource. The OMD must also have management and administrative access to all network software, as well as e-mail directories, post offices, and interfaces at all levels of the ELAN in order to assure a comprehensive approach to system updates, modifications, and administration. The OMD has need to support and refine the existing ELAN Monitoring Center activities to operate at a more technically sophisticated level. The anticipated tasks to accomplish this effort include the following.

4.1 Task 1 – Perform, Maintain, and Refine ELAN Network Operating System Management Procedures: The Contractor shall work with designated Government personnel to install, configure, operate, establish procedures, and document procedures for the use of Government-owned hardware and software, in order to provide central management of all network operating system and utility installations, upgrades, and maintenance for file servers on the ELAN.

All work performed by the Contractor under this task shall be in accordance with defined DFAS and OMD guidelines.

Government requests for additional tasks shall be submitted by the TA in writing. For details about submitting tasks, see paragraph 5.1.

4.2 Task 2 – Perform, Maintain, and Refine ELAN Help Desk/Network Monitoring Procedures: The Contractor shall provide central Help-Desk DFAS ELAN monitoring services. The Help Desk is responsible for responding to network problems encountered at all DFAS sites. Responsibilities of the Help Desk include analyzing network problems, conferring with customers and vendors, and achieving problem resolution. Help-Desk employees shall perform Remedy trouble-ticket input and escalation in compliance with OMD guidelines and procedures.

Additional responsibilities of the Help Desk include, but are not limited to, maintaining a library of materials in the Help-Desk area; maintaining a list of contacts; documenting procedures including but not limited to daily checks of computer-room equipment and troubleshooting items such as server components, software, e-Mail systems, firewalls,

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encryption devices, mid-tier, and mainframe problems; and performing administrative, documentation, and training tasks for the Remedy Action Request System (ARS).

The Contractor shall provide supervision and administration of the ELAN Help Desk. Management responsibilities include, but are not limited to, oversight of daily Help-Desk operations, employee scheduling, managing tasks and Remedy tickets, facilitating employee training, employee counseling, and general administration of the Help Desk. The Help-Desk Manager shall act as liaison between ELAN Help-Desk employees and the customer to discuss task assignments and operational issues. The Help Desk Manager shall provide daily reports on open trouble tickets, monthly problem resolution reports, and statistical reports documenting services provided by the Help Desk.

All work performed by the Contractor under this task shall be in accordance with defined DFAS and OMD guidelines.

OMD requests for additional tasks shall be submitted by the TA or his representative in writing. For details about submitting tasks, see paragraph 5.1.

The Contractor shall provide central Help-Desk DFAS ELAN monitoring services, operating up to 7 days per week, 16 hours per day.

4.2.2 The Contractor shall provide a duty laptop, to be used by the designated “on call” technician who is covering hours outside the 7 x 16 Help Desk hours, on a rotating basis.

4.3 Task 3 – Perform, Maintain, and Improve ELAN Network and Configuration Management Methods and Procedures: The Contractor shall work with designated Government personnel to install, configure, operate, establish procedures, document procedures, and recommend improvements to procedures, for the use of Government-owned hardware and software in order to provide centralized proactive management of ELAN servers and infrastructure devices.

All work performed by the Contractor under this task shall be in accordance with defined DFAS and OMD guidelines.

OMD requests for additional tasks shall be submitted by the TA or his representative in writing. For details about submitting tasks, see paragraph 5.1.

4.4 Task 4 – Perform, Maintain, and Refine ELAN Global E-Mail Administration Procedures: The Contractor shall work with designated Government personnel to install, configure, operate, establish procedures, and document procedures for the use of Government-owned hardware and software in order to provide centralized administration of the ELAN global e-mail system including but not limited to maintaining and synchronizing the global e-mail directories and related programs, files, and configurations.

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All work performed by the Contractor under this task shall be in accordance with defined DFAS and OMD guidelines.

OMD requests for additional tasks shall be submitted by the TA or his representative in writing. For details about submitting tasks, see paragraph 5.1.

4.5 Task 5 – Provide Routine and Emergency Support Services: The Contractor shall work with designated Government personnel to resolve trouble reports at work locations remote to the OMD site. The TA or his representative shall provide the tasking by written statement of the nature of the trouble. Any travel costs incurred in performance of the emergency service must be specifically approved by the TA or his representative prior to the Contractor's incurrence of costs. The TA or his representative will notify the COR or ACOR by the next business day. Upon return, the Contractor shall provide a written report of the accomplished tasks.

All work performed by the Contractor under this task shall be in accordance with defined DFAS and OMD guidelines. Hard and soft copies of the guidelines are kept at the OMD.

4.6 Task 6 – Perform, Maintain and Refine Maintenance and Inventory Procedures: The Contractor will insure that data base records are maintained based on Government provided information of inventory data and maintenance entitlement. Responsibilities of the Contractor include, but are not limited to, receiving, shipping, and tracking hardware; troubleshooting and replacing defective hardware; resolving repair parts inconsistencies; unpacking and setting up equipment for distribution; tracking maintenance tickets in the Remedy ARS system; and issuing maintenance and inventory reports as requested by the TA or his representative.

All work performed by the Contractor under this task shall be in accordance with defined DFAS and OMD guidelines.

OMD requests for additional tasks shall be submitted by the TA or his representative in writing. For details about submitting tasks, see paragraph 5.1.

5.0 TASKS: The tasks are comprised of the aforementioned areas. The Contractor shall work toward completion of each task, furnishing those deliverables indicated within each phase.

5.1 Task Management: The TA or his representative will submit requests for additional tasks (beyond the scope defined in paragraphs 4.1 through 4.6) in writing with defined goals, and a defined response time. The Contractor shall review the task request and within the defined response time, provide a Work Plan indicating the expected course of the task, the allocation of resources expected to complete it, and any recommended modifications. The Contractor and the TA or his representative shall agree on a deadline for task completion. Changes to the agreed-on deadline shall be discussed in advance and new time frames shall be mutually established. The

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Contractor shall complete tasks on or before the agreed-on date unless otherwise negotiated with the TA or his representative.

5.2 Enterprise-LAN Technical Support: The Contractor shall provide qualified personnel to perform the tasks delineated above and shall provide informal training of government personnel, as required, on an ongoing basis.

CDRL

No.	Task Description	CDRL/DID #
1	Report/Minutes, Record of Meeting	DI-ADMN-81505
2	Task Order Management Plan	DI-MGMT-80347
3	Status Report	DI-MGMT-80368
4	Technical Report	DI-MISC-80508
5	System Operating Manual	DI-MCCR-80018A

5.3 Written Reports: All written reports shall be provided as follows and electronic media (3.5", 1.44MB diskette in MS Word v6.0).

5.3.1 Distribution of all reports:

1 copy COR (see paragraph 6.1.2)_

1 copy TA (see paragraph 6.1.3)

5.4 Acceptance/Rejection of Deliverables: Deliverables will be evaluated and accepted/rejected based on content, Statement of Work compatibility, and acceptance. The Government will have 10 working days to review and provide comments back to the Contractor on deliverables. Government comments will be incorporated into the next revision of the document(s).

5.5 Reporting: The Contractor shall provide monthly status reports to the designated DFAS point of contact throughout the duration of the task. This monthly status report shall include a summary of all routine and emergency support services performed and document the number of labor hours and incurred labor and travel costs for each incident.

A copy of the monthly status reports shall be sent to the Contracting Officer at DFAS-ASO/CPI.

All written reports are to be provided in original, two copies, and electronic media (3.5", 1.44MB diskette in MS Word v6.0).

6.0 DELIVERY ORDER ADMINISTRATION:

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6.1 Government Contacts:

6.1.1 Contract Specialist:

TO BE DETERMINED

DFAS-ASO/CPI

(703) 60_____

6.1.2 Contracting Officer's Representative:

Barbara Ferguson
DFAS-ISO
8899 East 56th Street
Indianapolis, IN 46249-2801
PH: (317) 510-4930
FAX: (317) 510-7219
EMAIL: barbara.ferguson@dfas.mil

6.1.3 Technical Assistant (TA):

Dennis Brudney
DFAS-ISO/OMD
555 East 55th Street
Bratenahl, OH 44108
PH: (216) 522-6149
FAX: (216) 522-5210

7.0 SECURITY AND PRIVACY ACT REQUIREMENTS: All work performed relative to the tasking identified in this SOW is unclassified or carries Privacy Act classification. System security shall be in accordance with DoD directive 5200.28, Security Requirements for AIS's.

7.1 Security Investigation Requirements: The work performed under this delivery order is designated as ADP II for all Help Desk Personnel and ADP I for all Security positions and all Senior Network Engineers who configure HW/SW or have administrative rights to the network; therefore, contractor personnel performing under this delivery order are required to have a personnel security investigation. If adverse information is reflected as a result of this investigation, the Contractor must provide employees that are suitable for working in a sensitive position.

7.2 Non-US Citizen Employee Requirement: Non-US citizens will not be allowed to perform work on contracts or subcontracts involving access (or possible access) to sensitive data, software, or equipment without prior approval from DFAS Infrastructure Services Organization.

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7.3 Submission of Completed Standard Form 85P: The Contractor shall submit a completed Standard Form 85P (Questionnaire for Public Trust Positions) and the fingerprint card to the DFAS Security Officer, Mr. Jim Gambrel (317) 510-7160 at the following address:

DFAS-IN-CRI
Room 222K
Stop 28
8899 East 56th Street
Indianapolis, IN 46249-2801

8.0 PERIOD OF PERFORMANCE: The period of performance shall be 1 October 2000 through 30 September 2001.

9.0 PLACE OF PERFORMANCE: Work will be performed at the DFAS-OMD facilities in Bratenahl, OH, and at other DFAS sites and the contractor's site where appropriate. The OMD is housed in Building 10, and Building 3 / 4 at Bratenahl.

10.0 GOVERNMENT-FURNISHED RESOURCES AND FACILITIES: DFAS will provide a work area for Contractor personnel, access to personal computers, telephones, copy machines, fax machines, and pagers including a rotating duty pager, while the Contractor is on site as necessary for the performance of this task. DFAS will also provide the Contractor with entry access to all areas of the site(s) as required to perform all tasks in accordance with this SOW. Additionally, access to existing management files, hardware and software, and personnel as necessary to accomplish the tasks identified in this SOW as required for successful performance of this SOW. The Contractor is subject to all military rules and regulations while working at each site.

Use of government equipment for non-government work is prohibited. Likewise, the use of contractor shift time for non-government work is also prohibited.

11.0 HOURS OF WORK: Regular duty hours will be followed. The Contractor regular duty hours shall be 7 days per week, 16 hours per day. The Contractor may be authorized to work an extended work week to accommodate travel and the fulfillment of this task, only with advanced approval of the TA or his representative.

11.1 Sign-In/Sign-Out Requirements: All Contractor employees are required to sign in and sign out on the log located just inside the locked doors. This requirement applies to signing in and out when reporting to or leaving work and at lunch. Signing in and out is not required for regular breaks.

12.0 REQUIRED SKILLS: Personnel assigned to or utilized by the Contractor in the performance of this work shall have extensive experience in computer networks and data communications systems. A majority of the Senior Network Engineers must be Novell Certified Network Engineers (CNE), and/or Microsoft Certified Systems Engineers (MCSE).

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13.0 RÉSUMÉS: Personnel assigned to or utilized by the Contractor in the performance of this Delivery Order shall meet the levels of experience, education, or other background requirements referenced in this SOW. The résumés shall be submitted to the COR or her representative cited in paragraph 6.1.3. The Government will review and approve the résumés and provide written approval/denial to the Contractor.

14.0 TRAVEL: Any travel required by the Contractor to meet the tasking of this SOW shall be approved by the Contracting Officer's Representative prior to travel.

15.0 APPROVALS: Any effort outside the scope of the work or period of performance stated herein shall only be accomplished through the issuance of an amendment to this Delivery Order.

16.0 Invoice Submission: The Contractor shall forward all invoices to the auditor and the COR, together with supporting documentation necessary to verify cost expended against this delivery order. Such documentation may include, but is not limited to, labor category, hourly rate, subcontractor invoice(s), time sheets, etc. Upon verification by the COR and/or auditor, the auditor will forward the invoice to the designated payment office.